Customer Service Basics

How I Can Create A Totally Awesome,

IMPRESSION

IMPRESSION

I Continually ***IMPROVE*** my job knowledge and performance, applying valuable lessons learned to daily practice in serving my customers

You’ve Got Mail

Working 9 to 5

IMPRESSION

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Pretty Woman

IMPRESSION

TRICARE Europe

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S Speak with a ***SMILE*** ,always address people by name & title

Ms. Doubtfire

IMPRESSION

S Do everything possible to provide hassle-free ***SERVICE*** to all customers by providing one-stop service

L.A. Story

Wizard of Oz

IMPRESSION

TRICARE Europe

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I Be assertively friendly to customers at all times and take the ***INITIATIVE*** to help when I see someone confused or upset

L.A. Story

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I Be assertively friendly to customers at all times and take the ***INITIATIVE*** to help when I see someone confused or upset

O When a customer shares a concern with me, I will ***OWN*** that concern until resolution, following up with the customer to ensure it is satisfactorily addressed

Forget Paris

IMPRESSION

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N Actively try to understand my customers' ***NEEDS***, and through teamwork, pursue creative ways to exceed their expectations

Jingle All the Way

Customer Service Basics

TRICARE Europe

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P	PRIDE
R	RESPECT
E	ESCORT
S	SMILE
S	SERVICE
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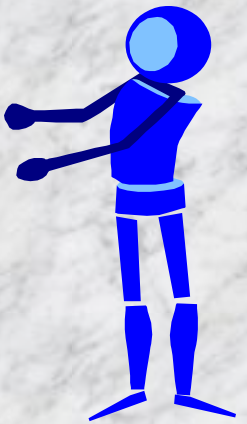
O	OWN
N	NEEDS



As Good As It Gets